



**PAC-UK**



**Job Title: Service Performance Coordinator**

**Service: Support Services, PAC-UK, London**

**Salary: £26,603 - £28,943 FTE per annum (Family Action Grade 2 Point 16-19)**

**Hours: 25 hours per week**

**Are you meticulous and have experience in managing contract data processes, service level agreements and spot purchase requirements? Can you compile, analyse and present data to a range of commissioners, funders and agencies? Can you express yourself clearly and professionally in writing and on the telephone? And are you keen to work in the charity sector with some flexibility regarding working hours? We have an excellent opportunity to work within our Support Services team. Offering part time hours, we could possibly accommodate work times that suit someone who has family responsibilities before and after school hours.**

### **Our Values**

A people focus, mutual respect, excellence in all we do and a 'can do' attitude. If you can relate to these and have the necessary skills and attitude we can offer you:

- A competitive salary, leave entitlement and pension scheme
- Career development opportunities
- A full induction and on going quality training
- The opportunity to become part of Family Action initiatives
- Flexible working hours
- Managed work loads with regular supportive and reflective supervision

### **Person requirements (skills/experience)**

- Educated to degree or NVQ4 level, with a recognised qualification in a relevant field, e.g. administration, and data management (alternatives may be considered)
- Excellent English and meticulous with data and figures
- Significant experience in managerial administration, including data and contract monitoring
- Experience in liaising with outside agencies and business partners
- Ability to work on own initiative and think logically to solve problems
- Excellent organisational skills, attention to details and ability to handle multiple priorities whilst working to deadlines
- Experience of supporting and advising staff regarding data and evaluation systems and processes
- Experience of creating and maintaining Excel spreadsheets
- Sensitive, clear and positive communication skills, both verbally and in writing
- Diplomatic and able to handle confidential matters

## **An introduction to the role and key responsibilities**

To work alongside the Operations Manager in PAC-UK's London office by carrying out a range of administrative and technical duties to facilitate, develop and maintain structured statistical reporting systems and the smooth running of this service; this will include contributing to the following range of key tasks that will vary over time according to team priorities as directed by the Operations Manager:

- Meticulously maintain the administration of contracts, service level agreements and spot purchase requirements across all departments
- Compile, analyse and present data to the leadership team, senior management, commissioners, funders and other appropriate agencies
- Analysis and reporting on service user feedback to present to the management team, commissioners, funders and other appropriate agencies
- Support the coordination of the administration of all annual contract and service level agreement arrangements working in partnership with the Director of Service Delivery and Heads of Service.
- Develop and maintain structured statistical reporting systems working alongside the Operations Manager and produce local authority user statistics as requested
- Quarterly reporting and review of performance of contracts and service level agreement, highlighting over and under usage as appropriate to Service Delivery Director and Heads of Service
- Collect data and produce reports of user evaluation feedback on the relevant systems, spread sheets and databases
- Design and continual development of evaluation reporting systems
- Present the results to the relevant manager in a precise way, writing reports that are clear and accurate

We are forward looking, ambitious and with a commitment to continuous improvement. We are a people focused, can-do organisation that strives for excellence in all we do and operates with mutual respect. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

*Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.*

For an application pack and further information, please visit:

[www.family-action.org.uk/workingwithus](http://www.family-action.org.uk/workingwithus)

Please email completed applications to: [completed.application17@family-action.org.uk](mailto:completed.application17@family-action.org.uk)

**Closing date: Monday 1st April - 09.00am**

**Interview date: Friday 5th April - Time TBC**

*Family Action offers good working conditions, a comprehensive training programme and a Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the community.*